Welcome, Volunteer, to Pine Tree Hospice

ETHICS
ETHICS

• Respect value systems of the hospice person and family

• Identify and keep personal boundaries

• Maintain confidentiality of hospice person/family information at all times

• Read the Pine Tree Hospice Confidentiality Policy

• Recognize situations in which Mandated Reporting is necessary

• Identify the role of the volunteer when abuse or domestic violence is suspected or confirmed

• Discuss ways of honoring the wishes of the client and the family when differences, such as pain management issues, exist
Respect value systems of the hospice person and family

The National Hospice and Palliative Care Organization states, in its list of Value definitions:

“Recognize and honor the values, customs, traditions, cultural, religious and spiritual beliefs and practices as well as the life experiences, hopes and dreams of patients, families and communities”
A value is a personal belief about the worth of something

- I should care about the welfare of others
- I should create a pleasant environment
- People should have the freedom of choice
- People should be treated with dignity
- Each person is a unique individual
- I accept others’ beliefs about death
- I should not impose my values on others

Respect value systems of the hospice person and family
How do we learn values?

- religion
- neighborhood
- experiences
- culture
- peers
- family
- education

How do values serve us?

Values set the standards that influence our behavior.

Our “conscience” tells us what is “right” and what is “wrong”.

Respect value systems of the hospice person and family.
Which of these reflects your personal beliefs?

- There is life after death
- I will never reunite with my departed loved ones
- I fear there is no God, and I fear death
- My departed loved ones visit me here on earth

Respect value systems of the hospice person and family
"I accept other people's beliefs about dying and death"

Your client says,
"There is no life after death"

How does your client's belief make you feel?
Your client says, "I don’t believe in God and have no fear."

How does your client's belief make you feel?"
"I accept other people's beliefs about dying and death"

Your client says,
"My [deceased] mother visits me, I can talk with her"

How does your client's belief make you feel???
Death is final, there is no life after death
After death, I will be in heaven
After death, I will be born again

I know I will meet my loved ones again in heaven
My departed loved ones can visit me here on earth
I will never reunite with my departed loved ones

There is no God, and I fear death
I believe in God and have no fear of death
I believe in God, but I fear death

Accepting another's values/beliefs is not the same as believing them
Can you accept ALL of these statements?
Respect value systems of the hospice person and family

Don’t put a “you” in front of “should”

I should care about the welfare of others
You should care about the welfare of others

I should create a pleasant environment
You should create a pleasant environment

People should have the freedom of choice
You should give people freedom of choice

People should be treated with dignity
You should treat people with dignity

I should not impose my values on others
You should not impose your values on others
Respect value systems of the hospice person and family

No “Shudding”
How can you find out what your hospice client believes and values???
The “Go Wish Game”

http://www.gowish.org/gowish/gowish.html

You can find a link on the Pine Tree Hospice web page
<table>
<thead>
<tr>
<th></th>
<th>The Go Wish Game</th>
<th>not important to me</th>
<th>somewhat important to me</th>
<th>very important to me</th>
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<tbody>
<tr>
<td>1</td>
<td>To be free from pain</td>
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<td>2</td>
<td>To be free from anxiety</td>
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<td>3</td>
<td>Not being short of breath</td>
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<td>To be kept clean</td>
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<td>5</td>
<td>To have human touch</td>
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<td>6</td>
<td>To have my financial affairs in order</td>
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<td>To have my family prepared for my death</td>
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<td>To die at home</td>
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<td>To know how my body will change</td>
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<td>10</td>
<td>To feel that my life is complete</td>
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<td>11</td>
<td>To say goodbye to important people in my life</td>
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<td>12</td>
<td>To remember personal accomplishments</td>
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<td>13</td>
<td>To take care of unfinished business with family and friends</td>
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<td>14</td>
<td>To prevent arguments by making sure my family knows what I want</td>
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<td>15</td>
<td>To have an advocate who knows my value and priorities</td>
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<td>16</td>
<td>To be treated the way I want</td>
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<td>17</td>
<td>To maintain my dignity</td>
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<td>18</td>
<td>To keep my sense of humor</td>
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<td>19</td>
<td>To have a doctor who knows me as a whole person</td>
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<td><strong>The Go Wish Game</strong></td>
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<td>20</td>
<td>To have close friends near</td>
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<td>21</td>
<td>Not dying alone</td>
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<td>22</td>
<td>To have someone who will listen to me</td>
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<td>23</td>
<td>To trust my doctor</td>
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<td>24</td>
<td>To have a nurse I feel comfortable with</td>
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<td>25</td>
<td>To be mentally aware</td>
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<td>26</td>
<td>To have my funeral arrangements made</td>
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<td>27</td>
<td>Not being a burden to my family</td>
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<td>28</td>
<td>To be able to help others</td>
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<td>29</td>
<td>To be at peace with God</td>
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<td>30</td>
<td>To pray</td>
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<td>31</td>
<td>Not being connected to machines</td>
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<td>32</td>
<td>To be able to talk about what scares me</td>
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<td>33</td>
<td>To meet with clergy or a chaplain</td>
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<td>34</td>
<td>To be able to talk about what death means to me</td>
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<td>35</td>
<td>To have my family with me</td>
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<td>36</td>
<td>Wild Card</td>
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|   | not important to me | somewhat important to me | very important to me | I need support with this wish |
|---|---------------------|-------------------------|---------------------|-----------------------------|-------------------------------|
|   |                     |                         |                     |                             |                               |
Another tool, “My Gift of Grace”
Now called “Hello”
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Boundaries are physical and emotional limits of a relationship, and they may be unspoken.

Boundaries provide a framework for defining acceptable behavior.
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

In a social relationship you can be “friends”

In a helping relationship you can be “friendly”

**Social**
- The feeling of closeness between 2 people is about the same.
- People take turns being the center of attention.

**Helping**
- The helper is in the other person’s intimate space.
- The helper always focuses on the other person.
Boundaries are guidelines for maintaining positive and helpful relationships with clients

Boundaries may be gray ... not black and white

Is it OK to hold a client’s hand?

Never           Sometimes           Always
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Boundaries may be gray ... not black and white.

Am I holding his/her hand?
Because s/he makes me feel sad about what is happening?
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Boundaries may be gray ... not black and white.

I believe I should tell the truth.

Can the truth ever be hurtful?
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Boundaries may be gray ... not black and white.

If s/he asks, “do I look worse?” Should I say, “you do” because I believe I should always tell the truth?
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Boundaries may be gray ... not black and white.

How do you know if your action is about to cross a boundary?
Boundaries are guidelines for maintaining positive and helpful relationships with clients.

Ask yourself,

Are my actions more about my needs than the needs of the hospice client?

If yes, you may be crossing a boundary.
Identify and keep personal boundaries

Examples of boundary crossing...

meeting YOUR needs

Sharing personal information
client may take on your worries as well as his/her own

Reacting emotionally to a client’s situation
you may lose sight of the client’s feelings

Using terms of endearment (Honey, Sweetie)
your client may wish to be called by another name

Touching your client
be sure it is serving the client’s need, not your own
Examples of boundary crossing...

meeting **YOUR** needs

Behaving “unprofessionally” (attire, language)
you may appear uncaring or even frightening

Accepting gifts, tips or favors
it may be considered a bribe, or even theft

Becoming over-involved ... spending too much time
you are meeting your own needs for caregiving

Engaging in romantic or sexual relationships
**never** permitted... you are sending the wrong message
Beware of Gray boundaries

Boundary crossing can occur gradually, one small step at a time.

If your conscience tells you it is wrong, and you don’t want others to know, then you have crossed a boundary.

Also ... Be careful about your involvement. Don’t “take the client home with you”.
What should you do if you are unsure of the boundaries between you and your hospice client?

Share your concerns with Pine Tree Hospice staff.
Confidentiality

Maintain confidentiality of hospice person/family information at all times, limiting discussion to individuals or agencies identified in the Pine Tree Hospice “Authorization to Release Confidential Information” signed by the client and on file at the PTH office
Principles
Every person has the right to privacy regarding his/her health care, and a right to determine who has access to confidential information.

Volunteers have a right to know information pertinent to the care they render to a Client/Family, but are expected to treat that information with strict confidentiality.

It is punishable by law in the State of Maine to divulge information about a person's substance abuse history, mental health history or HIV status without the person's written consent.
Procedures

The names of all Clients and families who contact Hospice will be confidential.

Client/Family privacy will be respected. Information is shared only with those involved with care and with client’s permission.

Client/Family issues may be discussed at PTH Team Meeting as part of routine case review.

PTH Volunteers and Staff sign a confidentiality statement.
Any member of PTH found to have divulged confidential information shall be counseled and may be removed from the case.

As required by state law, any PTH member releasing information about substance abuse history, mental health history, or HIV status without the person’s written consent will be disciplined by removal from PTH service.

There are additional procedures related to PTH Bereavement Facilitators.
Mandated Reporting

Recognize situations in which Mandated Reporting is necessary

ABUSE

Infliction of injury
Unreasonable confinement
Intimidation
Cruel punishment
Sexual abuse or exploitation
Intentional, knowing or reckless deprivation of essential needs

bruises
burns
easily frightened, agitated
Recognize situations in which Mandated Reporting is necessary

**NEGLECT**

Deprivation of essential needs
Self neglect

- dehydration
- neglected sores, rashes or injuries
- poor physical hygiene
- lack of clean bedding or clothing
- lack of glasses, hearing aid, dentures
- lack of prescribed medication
EXPLOITATION

Illegal or improper use of an incapacitated or dependent adult, or that adult’s resources for another’s profit or advantage

- missing property or belongings
- purchase of items that do not benefit the client
- abrupt changes in will
SEXUAL ABUSE OR EXPLOITATION

Contact or interaction of a sexual nature involving an incapacitated or dependent adult without that adult's consent

- bruises around breasts or genital area
- unexplained genital infection
- evidence of vaginal or anal bleeding
- difficulty walking or sitting

Recognize situations in which Mandated Reporting is necessary
What should you do if you are suspect or confirm abuse or domestic violence?

Identify the role of the volunteer when abuse or domestic violence is suspected or confirmed.

Share your concerns with Pine Tree Hospice staff.
Which ones are the top 3 for you?

- A comfortable life . . . . prosperous
- An exciting life . . . . stimulating, active
- Accomplishment . . . . lasting contribution
- Freedom . . . . independence, free choice
- Happiness . . . . contentedness
- Health . . . . physical & mental comfort
- Inner harmony . . . . freedom from inner conflict
- Pleasure . . . . enjoyable, leisurely life
- Self-respect . . . . self esteem, self worth
- Social recognition . . . respect, admiration

Would your hospice client rank these values in the same order as you do?
Discuss ways of honoring the wishes of both the client and the family when differences exist

Know your client’s wishes

- Ask the client
- Use the “Go Wish Game”
- Attend Pine Tree Hospice Team Meetings
- Confer with PTH Coordinator of Volunteers and Services

Acknowledge your differences

- Accept the client’s wishes without divulging your own
- Confer with PTH Coordinator of Volunteers and Services if you are uncomfortable in any situation
Know your client’s wishes about PAIN MANAGEMENT

Does s/he want to be free of pain even if it means being asleep most of the time ???

Does s/he want to be able to relate to other people even if it means s/he will be experiencing significant pain ???

Acknowledge your differences

Can you support your client’s wish ???

Unconditionally ???